

Customer Satisfaction

	No	Yes	Not Certain
1. Overall, did you find the <document> helpful?	___	___	___
2. Is the <document> easy to understand?	___	___	___
3. How could this document be improved?_____			
4. What's the most useful part of this document?_____			
5. Is this <document> complementary to State/local requirements?	___	___	___
6. Is the amount of detail provided in the document sufficient? If not please explain_____	___	___	___
7. Do you intend to refer to the <document> sufficient? If not please explain _____	___	___	___
8. Would you recommend this document to a colleague?	___	___	___
9. Were time and/or resources saved by using the document?	___	___	___
10. How did you hear about this document <i>check all that apply</i>			
___ Trade association or assistance provider			
___ EPA Internet homepage			
___ Document catalog			
___ Co-worker or business associate			
___ EPA, state, or local regulator			
___ Other (please specify) _____			

Understanding

11. Has the <document> helped you to understand your federal environmental requirements?	___	___	___
12. Has the <document> helped you to understand your state	___	___	___

environmental requirements?

13. Has the <document> helped you to understand your local environmental requirements? ___ ___ ___

14. Did you, or do you intend to share the understanding gained through this compliance assistance activity document with others in your organization or company? ___ ___ ___

15. What was your level of understanding on the subject area before reading the document? ___ ___ ___

16. What was your level of understanding on the subject area after reading the document? ___ ___ ___

Behavioral Change

17. As a result of reading this document, I intend to take action (did take action) to comply with specific federal, state or local environmental regulations. ___ ___ ___

18 What regulatory actions, if any, do you intend to take a result of the document?
check all that apply

- a. File a notification
- b. Obtain a permit or certification
- c. Provide data to EPA or state or local regulator
- d. Submit reports to EPA or state or local regulator
- e. No regulatory actions will taken
- f. Other_____

19 What process changes, if any, at your facility do you intend to take (did take) as a result of the document?

check all that apply

- a. Change the storage or handling of a waste of emission
- b. Change a process or practice
- c. Purchase new process equipment
- d. Implement material or waste recycling system
- e. Install release control equipment (e.g., scrubbers, control technique)
- f. Install waste treatment system (control technique)
- g. No process changes will be taken
- h. Other_____

20 What management changes at your facility if any, do you intend to take as a result of the document?

check all that apply

- a. Conduct a self-audit
- b. Institute an environmental management policy, system or procedure
- c. Institute training or other communication to improve awareness and/or practices
- d. No management action will be taken
- e. Other_____

21 Have you contacted (will contact) someone for further assistance as a result of the document?

check all that apply

- a. Contact a vendor
- b. Contact a regulatory agency
- c. Contact an assistance provider
- d. Other

Environmental Improvements

22. Did you gain knowledge from the use of the <material> that has enabled you to:

- a. Reduce emissions (air, fugitive, etc.)
- b. Reduce waste (solid, hazardous)
- c. Reduce risk to human health and the environment
- d. Conserve water
- e. Conserve energy
- f. Conserve other resources
- g. I am not aware of any environmental improvements
- h. Other_____

Demographics

23. What type of organization do you work for?

- _____ Regulated facility or business
- _____ Vendor
- _____ Consulting company or law firm
- _____ School or University
- _____ Nonprofit organization
- _____ Travel Association
- _____ Assistance Provider
- _____ Federal Government
- _____ State or Local Government
- _____ Tribe